



JimJohnson@neb.rr.com

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To CGuilliaume@ci.lincoln.ne.us

cc

bcc

Subject Scarborough letters to Digital Cable customers

Connie:

I don't have the final report handy with me today, so I can't verify directly. However I think the Beth Scarborough letters you're looking for are at:

[http://www.timewarnercable.com/nebraska/products/cable/mystro/page\\_1.html](http://www.timewarnercable.com/nebraska/products/cable/mystro/page_1.html)

and

[http://www.timewarnercable.com/nebraska/products/cable/mystro/page\\_2.html](http://www.timewarnercable.com/nebraska/products/cable/mystro/page_2.html)

In particular, the first one was the one where she mentioned the words "beta test," so I think that's probably the main one that Art & Stuart wanted included. (I'd say go ahead and include both, unless you know for sure that they just want one or the other.)

Jim



Dear Time Warner Digital and DVR Customers,

I write this letter for two very important reasons. The first is to express my sincere thanks for your patience during the recent conversion to the new Navigator. Now complete, the conversion was a highly complex exercise and was not without some inconvenience, re-education, re-calibration of settings, and for some, even downright disappointment.

The second reason actually arises from the first; I want and need to restate the reason why this change was necessary as well as let you know that the new Navigator is not a static product; it has been designed to consistently improve. Lincoln was in fact a "beta" market for the Navigator, which is now in rapid deployment throughout the company nationwide. Because our version of software was early in the process, you can expect regular, on-going enhancements throughout the next few months. In fact, several improvements have been or will shortly be implemented including:

- **Customer Control of Banner Duration** – Press "A" Button, highlight "Settings", right-arrow over to "Display" (highlighted in yellow along bottom of screen), select Long, Short, or Medium duration time.
- **Recording a Program Series by Time Slot** – Select "Record Series with Options", highlight "Air Time", change "All Showings" to actual time program will air.
- **Caller ID on TV** – Within the next 30 days, this feature will be automatically activated for all digital phone customers; occurrence adjustment can be made by pressing the "A" button and highlighting the "Caller ID" heading.
- **VCR-Friendly Reminder Timer** – New default automatically tunes to customer designated "reminder-channel" on non-DVR converters; program VCR, set a reminder... that's it.
- **Will Be Deleted Soon Icon** - Red triangle appears next to programming in "List" indicating impending program deletion. While program is highlighted, press "Info" button; time to deletion will appear in lower right-hand corner of screen

There's more to come. Shortly after these improvements, the Navigator display will include new, easier to read, high resolution colors and fonts along with more extensive and complete programming descriptions.

We are not about change for the sake of change and, believe me, making this move was not taken lightly. Our old guide was one of the best in the country (our new Navigator will be, too!). It was deeply integrated into everyday use. We know. We loved it, too.

But, the future is coming. Having a closed, proprietary system such as our old guide, would severely restrict our ability to integrate both existing and a wide variety of future customer enhancements; it also would inhibit our ability to meet looming, new, security and regulatory

requirements from the FCC. Time Warner has invested millions of dollars to develop our "open" Navigator because we felt so strongly that we should not be dependent on a third party to develop and maintain such a critical customer interface as the program guide.

I have personally heard from a number of you. Your clear, articulate assessments have been forwarded directly to the development team; your comments are appreciated. Whether about this product or any other issue, I very much welcome your feedback so, keep it coming. Send us an email from our [timewarnercable.com](http://timewarnercable.com) website or give us a call at 421-0300. Along with our website and direct mail, Channel 1 is a good and convenient source of information about your Navigator as well as all the other services we offer. I encourage you to tune to it regularly.

Finally, you should know that this move was all about improving the product you receive. Your vision has always been our vision not only of television but of all the communications products we provide. Whether televised, telephonic, internet or soon cellular-wireless, our goal is to consistently integrate and advance these communication media to the next stage of customer convenience and control; a stage in which you choose, explore, sort, execute, and receive what you want when you want it. And, that's really what "the power of you" is all about. Again, I thank you and appreciate your patience. Be assured that you have been heard. Improvements are on the way.

Sincerely,



Beth Scarborough  
President  
Time Warner Cable Nebraska

CABLE

HIGH-SPEED ONLINE

DIGITAL PHONE

About Us

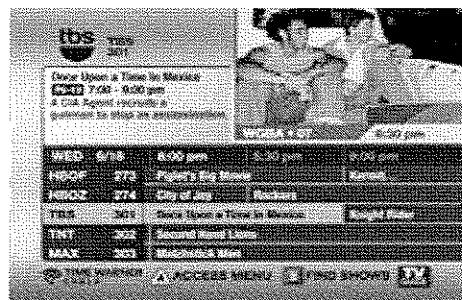
Products

Programming

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Community

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## Your Guide is now a Navigator!



## Links:

On-Line Handbook  
 Letter from Our President  
 Initial Customer Launch Letter  
 MORE on the Navigator  
 Answers On Demand

## A Letter from our President...

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